

**Annual 47 C.F.R. §64.2009(e) CPNI Certification**

**EB Docket 06-36**

Annual 64.2009(e) CPNI Certification for **2011**

Date Filed: **February 24, 2012**

Name of company covered by this certification: **Mix Networks, Inc.**

Form 499 Filer ID: **825589**

Name of signatory: **Louie M Holmes, II**

Title of signatory: **President**

Received & Inspected  
JAN 27 2012  
FCC Mail Room

I, Louie M Holmes, II, certify that I am an officer of the company named above, and acting as agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. *See* 47 C.F.R. § 64.2001 *et seq.*

Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements set forth in section 64.2001 *et seq.* of the Commission's rules.

The company has not taken any actions (proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission against data brokers) against data brokers in the past year. Companies must report on any information that they have with respect to the processes pretexters are using in attempt to access CPNI, and what steps companies are taking to protect CPNI.

The company has not received any customer complaints in the past year concerning the unauthorized release of CPNI (number of customer complaints a company has received related to unauthorized access to CPNI, or unauthorized disclosure of CPNI, broken down by category or complaint, e.g., instances of improper access by employees, instances of improper disclosure to individuals not authorized to receive the information, or instances of improper access to online information by individuals not authorized to view the information).

Signed \_\_\_\_\_

Louie M. Holmes II, President  
Mix Networks, Inc.

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February 24, 2012

## **CPNI Compliance Procedures**

### **Password for Online Access to CPNI**

Mix Networks customers have access to their account through an online web interface that is password protected. The password is random and is in no way connected to the customer's biographical information or account information. The customer is also not prompted for any of the above information before entering the password. If the customer enters an incorrect password four times they are locked out of the system and are advised to contact their office administrator or Mix Networks.

### **Password for Telephone Access to Call Detail Information**

Mix Networks does not require a password from the customer before disclosing call detail information. However the customer is required and must be able to provide detail information to the Mix Networks technician (on a customer-initiated call) without the assistance of the Mix technician. Then and only then is the Mix Technician allowed to discuss the information provided by the customer.

### **In-store Access to CPNI**

Does not apply, Mix Networks does not have any retail stores.

### **Opt-in/Opt-out Customer Approval**

Does not apply, Mix Networks does not do marketing based on customer CPNI.

### **Training and Express Disciplinary Process**

Mix employees are given a booklet with the steps to follow in dealing with customer CPNI. This booklet is reviewed with all new employees.

Mix employees who violate customer CPNI regulations get a warning and a review of the Customer CPNI procedures on



the first offence. If there is a second violation the employee is terminated.

#### **Notification to Law Enforcement of Breach**

Upon discovering any breach of customers CPNI Mix Networks will notify all of the necessary law enforcement agencies according to the rules and requirements of the FCC. Mix Networks will not notify any customer of a breach until directed to do so by the agency and will follow their written instructions.

#### **Notification to Customer of Account Changes**

Customers will be notified immediately by mail to the address of record whenever a password, customer response to a back-up means of authentication for lost or forgotten passwords, online account, or address of record is created or changed.

#### **Notification Before Use of CPNI**

Does not apply, Mix Networks does not use customer CPNI.

#### **Opt-out Approval**

Does not apply, Mix Networks does not use customer CPNI.

#### **Opt-in Approval**

Does not apply, Mix Networks does not use customer CPNI.

#### **Establishing a Password**

If a customer can not provide Mix Networks with their password there is no back-up customer authentication method. They must establish a new password.

#### **Records Related to Breaches**

Mix Networks maintains a hard printed copy of any and all breaches related to CPNI for a minimum of two years.

#### **Records of Approval**

Does not apply, Mix Networks does not use customer CPNI.



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**Records of Notification**

Does not apply, Mix Networks does not use customer CPNI.

**Records of Marketing Campaigns Using CPNI**

Does not apply, Mix Networks does not use customer CPNI.

**Records of Supervisory Review Process**

Does not apply, Mix Networks does not use customer CPNI.